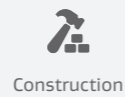


Employment Services at a glance 18/19

We focus on sectors with high levels or risk/harm



Construction



Hospitality



Dairy



Retail



Fishing



Horticulture
Viticulture



Cleaning



Education



Health



Forestry

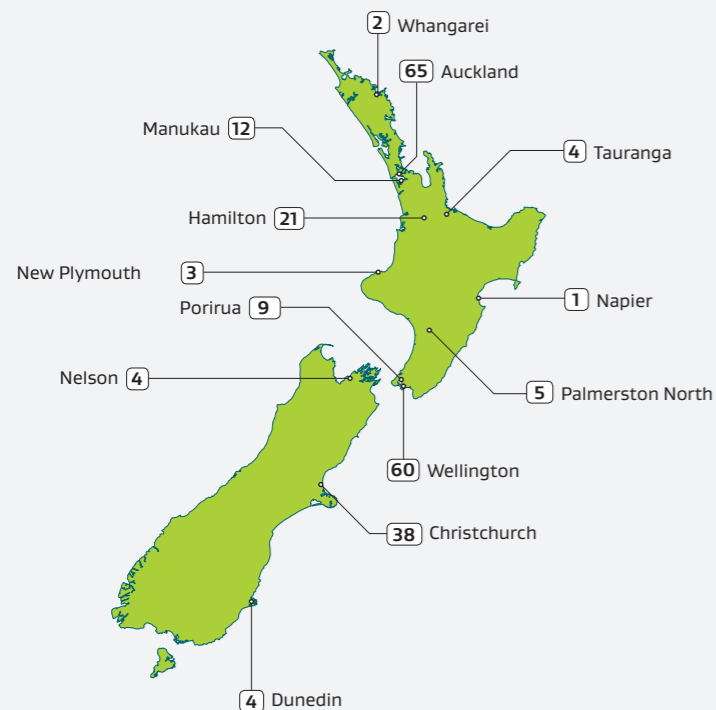
PIE GRAPH KEY

Auckland
Waikato and Bay of Plenty
North Island - other

Canterbury
South Island - other

Our presence

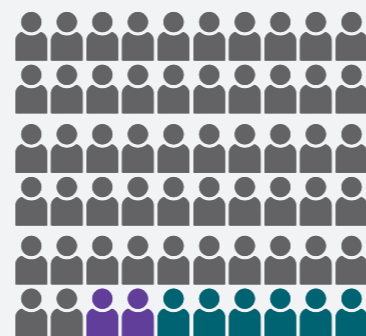
228 Employment Services Personnel
across **13 locations**



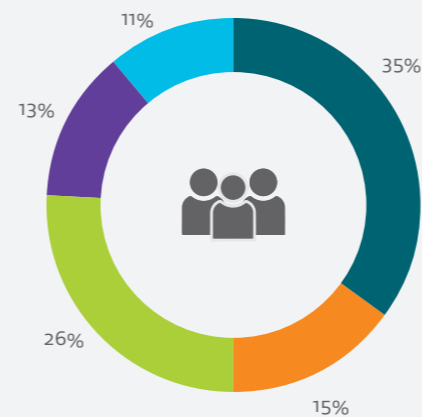
As at August 2019
Includes contract service providers

Employment world

160k employers employing
2,2 million employees of which
200,000 are migrant workers and
60,000 are new entrants



Employees
by location



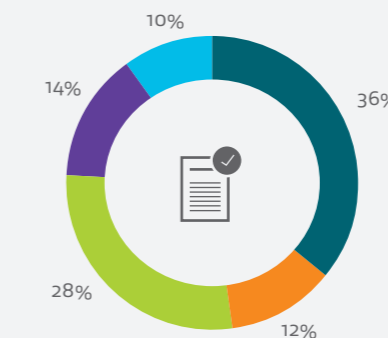
Dispute Resolution

Employment Mediation Services **41** Mediators



14 Dispute Resolution Coordinators

Received mediation applications
by location



7,215 Mediation applications received



139 collective bargaining applications received

4,601

mediations conducted and closed, with over **76%** of them resolved

Over **8,931** recorded settlements completed with **92%** of them completed within 3 days

Labour Inspectorate

LABOUR INSPECTORATE
FAIR WORKPLACES

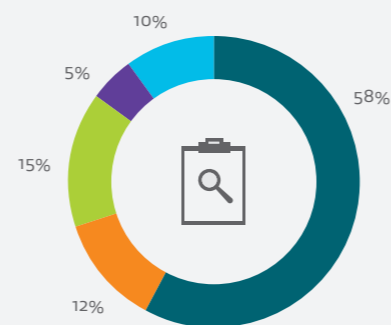
74 Labour Inspectors
8 Labour Standards Officers



599 Investigations

69	Infringement notices
219	Improvement notices
100	Enforceable undertakings
46	Cases filed at the ERA
138	Employers stood down from hiring migrant workers

Completed investigations
by location



64% Investigations involved migrant workers
55% Conducted with a regulatory partner

Penalties awarded on Labour Inspectorate cases by the ERA **\$675,634**

366 early resolutions provided of which **43%** were completed within **30 days** and around 69% in 45 days

Arrears being paid out for Payroll issues **\$19,811,596**

Information and Education



4,210,585 sessions on the Employment NZ website

522,036 downloads, including **24,946** of the Holiday and Leave Guide

54,340 sessions on the employment agreement builder that came from Employment NZ website



66,403 Facebook followers as at July 2019

7,712 users subscribed for our employment learning modules



Service Centre interactions on **employment related issues**

72,790 calls and **10,067** emails received to the Ministry's Service Centre on employment related issues

Employment Relations Authority



\$1,280,700 Total penalties awarded
\$1,765,332 Total compensation awarded

749 Determinations

94 Determinations with penalties awarded

150 Determinations with compensation awarded